

W-03511A-14-0304

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORMInvestigator: Jenny GomezPhone:Fax:Priority: Respond Within Five DaysOpinion      No. 2014 - 119591Date: 11/7/2014Complaint Description:      08A Rate Case Items - Opposed  
N/A Not ApplicableFirst:Last:Complaint By: Ben & Alison

Altup

Account Name: Ben & Alison AltupHome:Street:Work:City: Show LowCBR:State: AZ      Zip: 85901is:RECEIVED  
AZ CORP COMMISSION  
DOCKET CONTROL  
2014 NOV 10 AM 9 17Utility Company: Navajo Water Co., Inc.Division: Summer PinesContact Name:Contact Phone:Nature of Complaint:

Docket Number: W-03511A-14-0304 OPPOSE

ORIGINAL

It has come to our attention that NWC has applied to the Arizona Corporation Commission for an adjustment in rates. In the letter that we received informing us of this matter it states that "An increase in rates is necessary at this time due to increases in operating expenses incurred in the test year and the previous 14 years since the last time new rates were set," and that NWC has realized an operating loss. We have lived at this residence since January of 2007 and during our time residing here there are numerous times that we go without service without notice due to problems with the water system in this neighborhood. We have spoken with 3rd party repair servicemen that have been hired by NWC that have stated that the water system is severely outdated and in extremely poor operating condition. We also feel that the water is poor quality and do not use it for drinking. At this time, as paying customers being informed of NWC's financial loss, we cannot help but observe that their loss may be due to the number of times that they are having to hire servicemen to make repairs due to their lack of maintaining and updating their system as we have never paid as much on water service at previous residences as we do here and have never lost service as often as we do. If we pay quite a bit more than we have at other residences, but NWC still has an operating loss and are asking for rate increases, I would request that they be required to provide their paying customers with more efficient, reliable and clean water service before honoring their request as this may decrease their net loss and the company may not have found themselves in this financial predicament had they adequately maintained their equipment and system rather than repeatedly putting a "band aid" on the reoccurring problems in this neighborhood. Thank you for your attention and consideration to this matter.

\*End of Complaint\*

Utilities' Response:Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control.

\*End of Comments\*

Arizona Corporation Commission

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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

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Date Completed: 11/7/2014

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